



CITY GUIDE

City Guide

WELCOME TO CONCORD

Welcome to Concord

We are pleased that you decided to live in Concord. Your city organization is focused on customer service and we hope that you will find this guide helpful.

Concord was founded over 200 years ago. While we have grown rapidly over the past 20 years, we want to continue the tradition of welcoming people that are new to our City.

In North Carolina and Concord, the County and City governments operate independently of each other and have different responsibilities for many services. Concord residents are also residents of the County and pay for and receive County services.

The City of Concord provides a variety of diverse services that every person uses daily. We provide water, sewer, garbage collection and recycling, police, fire, maintenance of City streets, planning and development services, parks and recreation and much more. Many of our residents also purchase electricity from the City.

The County provides human services, including programs for seniors, veterans and children, provides libraries, supports the courts system and funds the Sheriff's Department, which operates the jail. A major responsibility shared with the State is the funding of schools.

This guide will provide you with information on all City services and departments. We work daily to ensure that you and your family receive the best service possible. If you need us, please call our Customer Care Center at **704.920.5555**.

We encourage you to learn about and participate in your city government. The elected officials and staff are ready to respond to any questions you may have.

It is our pleasure to serve you and we look forward to getting to know you.

Best Regards,



W. Brian Hiatt
Concord City Manager



Mission & Core Values

The mission of the City of Concord is to partner with our community to deliver services, preserve, protect and enhance the quality of life and plan for the future.



Core Values

Accountability

We accept responsibility for our personal and organizational decisions and actions while delivering cost effective and efficient services with the objective of doing our work right the first time.

Continuous Improvement

We provide the highest quality service with the resources available by promoting innovation and flexibility to meet the changing needs in the community.

Environment

We are concerned about our natural, historic, economic and aesthetic resources and endeavor to enhance their sustainability for future generations.

Ethics

We set high standards for our personal, professional and organizational conduct and act with integrity as we strive to attain our mission.

Respect

We are honest and treat our coworkers and the public with courtesy and dignity.

Safety

We use education, prevention and enforcement methods to protect life and property in our business and residential neighborhoods, and maintain our infrastructure and facilities to provide a safe environment in which to live, work, shop and play.

Teamwork

We work together to plan, develop recommendations, deliver services and openly communicate with the public and each other by soliciting feedback and sharing information to achieve our goals.

Trust

We realize the perception of our organization is dependent upon the public's confidence in our commitment to our core values and to meeting the goals set collectively by the Mayor and City Council.

About Concord

Concord, Latin for “harmony”, was settled in 1750. Our county, Cabarrus County, was officially formed in 1792. The North Carolina General Assembly named Concord as the county seat in 1796, and from the mid 1800’s to 1920, Concord became a booming textile and banking center. Today, we have a diverse economic base that includes distribution, manufacturing, racing, and professional services. The people of Concord work and play hard. There is always a feeling of excitement, energy and high expectations in the community.

We like to call it High Performance Living. This best describes the people of the City and their quest for getting the most out of life.

Since 1900, the total population of Concord has doubled to more than 63,429 people. Geographically, the City of Concord has expanded from 23 square miles in 1990 to 56.98 square miles in 2007. The continued growth and expansion of the City is supported by our comprehensive infrastructure and services, all of which help enhance the quality of life of Concord’s residents. For more statistical information about the City of Concord, please visit the City’s website at: www.ci.concord.nc.us.

Customer Care Center **704.920.5555**





www.ci.concord.nc.us



Table of Contents

3	Mission & Core Values
4	About Concord
6	Annual Events
6	Bidding & Contracts
6	Business & Neighborhood Services
7	Boards & Commissions
8	Budget
8	Business Incentives
8	City Cemeteries
9	City Council District
10	City Government Structure
11	City Taxes & Fees
11	Concord Regional Airport
11	Code Enforcement
12	Concord 101
12	Convention Center
13	Customer Care Center
13	Development Services
13	Economic Development
14	Education
14	Electric – Public Utilities
14	Emergency Management
15	City Employment
15	Engineering – Bidding and Contracts
16	Fire & Life Safety
16	Garbage Pickup – Recycling
16	Grease Awareness
17	Getting Involved – Special Programs
18	Healthcare
18	Housing
18	Infrastructure
21	Legislative Information
21	Parks & Recreation
21	Parking Ordinance
22	Police
22	Privilege Licenses
22	Public Libraries
23	Public Safety Academy
23	Rocky River Golf Course
23	Shopping
24	Sister Cities
24	Streets
24	Tourism
25	Transportation/Rider
25	Utility Bills
25	Voter Registration
26	Get In Touch
27	Affiliate Organizations

Annual Events

The City of Concord hosts annual events for the entire family to enjoy.

Bunny Bash

Held each year, the Saturday of Easter, a Bunny entertains the children with an Egg Hunt and other games, arts and crafts. There is also a 5K and Bunny Fun Run Race.

Tree Lighting Ceremony

To kick off the Christmas Season, a tree lighting ceremony is held the Friday

before Thanksgiving. The man of the hour, Santa Claus, arrives to greet the children. Fun, food and crafts are part of this annual tradition.

Christmas Parade

Our annual Christmas Parade is held the Saturday before Thanksgiving.

A variety of other events happen each year in the City. For an up-to-date listing visit the web at www.ci.concord.nc.us.



Bidding & Contracts

The City follows all applicable state and federal laws when purchasing or entering into agreements for work to be performed and all agreements and contracts are reviewed by the City Attorney. The Engineering Department oversees this process for all capital improvement projects. The Purchasing Department oversees relationships with vendors. Projects that are to be bid are advertised on the City Website and in local newspapers. For more information on doing business with the City, contact the City Manager's Office at 704.920.5215.

Business & Neighborhood Services

The Business & Neighborhood Services Department focuses on welcoming businesses and people to Concord. We want you to know that you are welcome and there are many resources to help you successfully work and live here.

Every neighborhood plays an integral part in the vitality of the City of Concord. The City implemented the neighborhood program, Partnerships for Stronger

Neighborhoods, in 2000. Through this program, City staff members partner with neighborhoods to enhance the quality of life and stimulate community activity. We deliver services tailored to the needs of the neighborhoods and obtain feedback on proposed public improvement projects within neighborhoods. Over 20 neighborhoods participate, including: Brown Mill, Carriage Downs, Gibson Village, Kiser

Woods, Oak Park, Residents of Historic Concord, Silver Hill, Underwood Park, and Zemosa Acres, among others.

Additionally, the department works closely with North Carolina State and regional staff to encourage economic development in Concord such as helping entrepreneurs find the correct location for their business operations in Concord.

We welcome small and large businesses and offer incentives to qualified companies. Staff also heads up city-wide long-term planning and community redevelopment projects.

For more information about Business & Neighborhood Services, please call **704.920.5143**.

Boards & Commissions

Appointments to Boards and Commissions are made by the City of Concord for three-year terms. Appointments are typically made in the Spring. If you are interested in serving on one of these boards, you may obtain an application from the City Clerk at 26 Union Street, S., call **704.920.5205**.

Concord Planning and Zoning Commission

Meets at 6pm on the third Tuesday of each month in the Council Chambers of the City Municipal Building at 26 Union St, S. This commission reviews and votes on planned development in the City. For further information about the commission, contact the City Clerk, at **704.920.5205**.

Concord Historic Preservation Commission

Meets at 7pm on the third Thursday of every month in the Council Chambers of the City Municipal Building at 26 Union St, S. This commission reviews and governs additions and changes to homes and businesses in the historic district of the City. For further information about this commission contact the Development Services Department at **704.920.5152**.

Concord Alcoholic Beverage Control Board

Meets at 8am on the third Thursday of every month at the Concord ABC Board located at 1255 Concord Parkway, N. For further information contact the Store Manager at **704.786.5615**.

Stormwater Citizens Advisory Committee

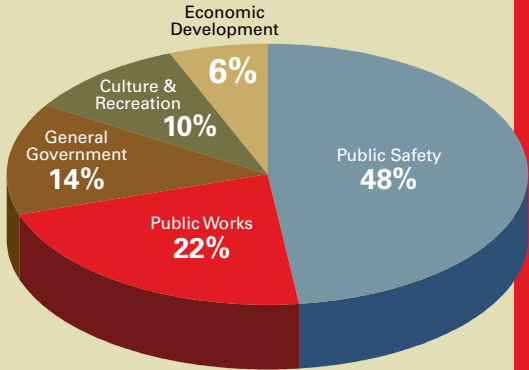
Meets periodically to advise staff on ways to educate and continue expansion of the City's Stormwater Program. Contact the Stormwater Services Department at **704.920.5360** for more information.

Greenway Advisory Committee

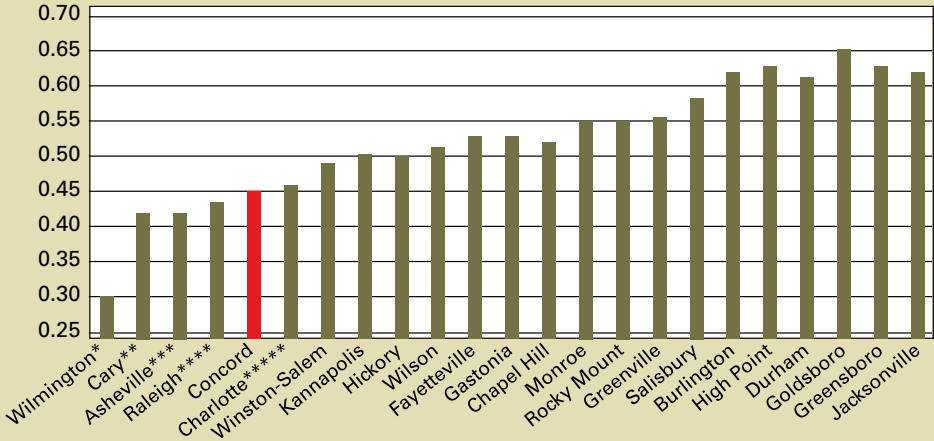
Works with Parks and Recreation staff on long-term plans for the expansion of the City's Greenway System. Contact the Parks and Recreation Staff for more information at **704.920.5600**.

Budget

All services to our residents and businesses are paid for through the General Fund. As officials of the City, we have a fiscal responsibility to act in the best interest of our citizens and report to you on an annual basis. On this page you can see charts and graphics that detail our expenditures from the General Fund over the past several years. If you have questions about the City's General Fund and expenditures, please give us a call at: 704.920.5261.



FY 2007-08 Adopted Property Tax Rates for NC Full-Service Cities over 30,000 Population (Cents per \$100 Valuation)



- * Wilmington - Revaluation occurs in FY 2007-08
- ** Cary-extensive use of impact fees
- *** Asheville - Revaluation effective in 2006-07
- **** Raleigh - Charges a residential Solid Waste collection fee of \$123.60 per year
- ***** Charlotte - Charges a Solid Waste disposal fee of \$45 per year for single family & \$27 for multifamily unit.

Business Incentives

The Business & Neighborhood Services Department works closely with North Carolina State and regional staff to encourage economic development in Concord such as helping you find the correct location for your business operations in Concord. We welcome small and large businesses and offer incentives to qualified companies. Staff also heads up city-wide long-term planning and community redevelopment projects.

For more information about Business & Neighborhood Services, please call 704.920.5143.

City Cemeteries

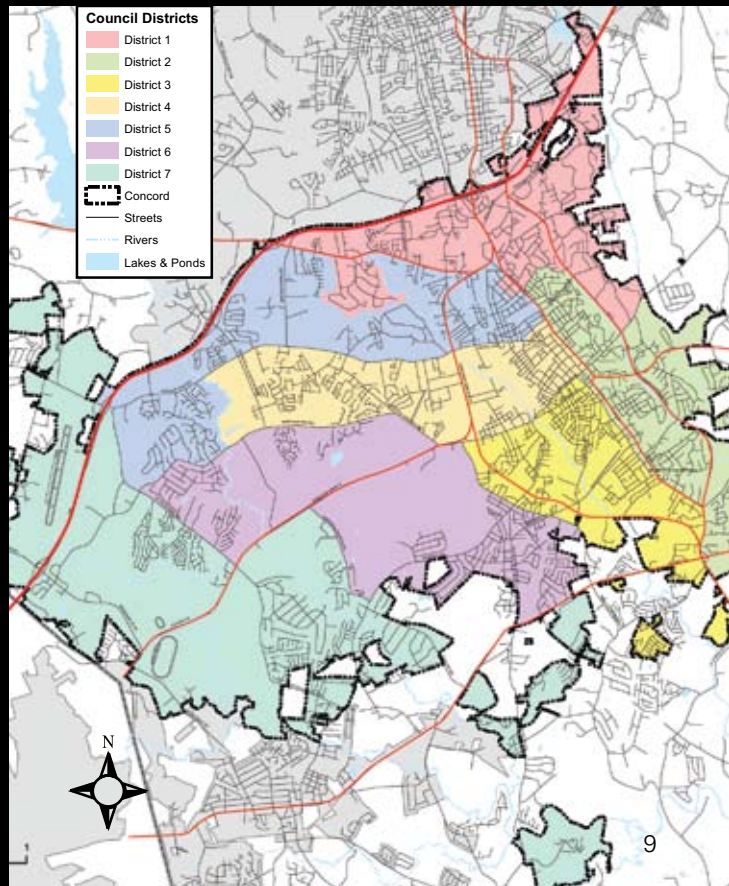
The City of Concord maintains three public cemeteries: Oakwood, West Concord, and Rutherford. Plots are available in Rutherford, located on Rutherford Street, and in West Concord, located on Union Cemetery Road. Oakwood, the City's oldest cemetery, has no plots available. For more information on the City's cemeteries, please call **704.920.5216**.

A hidden treasure of downtown, the 200 year old cemetery, has been transformed into a beautiful garden that blooms year round. There are over 100 varieties of azaleas and over 14,000 tulips which display their vibrant colors every Spring. The three acre garden features winding paths, waterfalls and gently sloping hillsides, which prominently showcase multiple perennials, ancient oaks and sculptured hollies. Butterflies will greet you as you enjoy lunch or a tranquil walk.

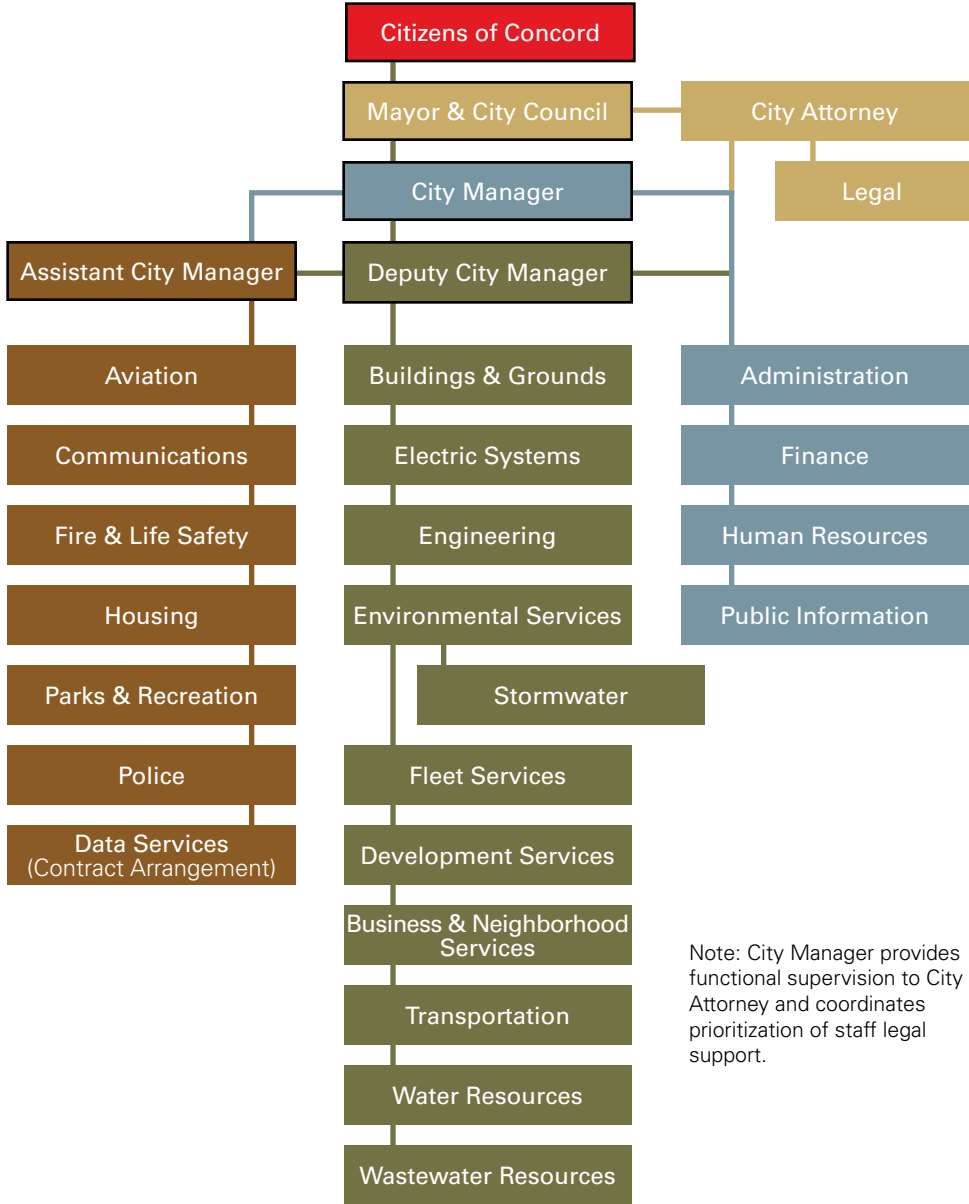


City Council

We are governed by a Mayor and seven City Council members who serve on a non-partisan basis. All seats are filled by the election process. The day-to-day operations of the City are managed by a professional City Manager in charge of implementing the policies and goals of the City Council. The City Council meets the second Thursday of every month at 6:00pm in the Council Chambers, Municipal Building, 26 Union Street. The meetings are open to the public. Agendas for the meeting are posted on the website. Here's a map of the City that details each voting district:



City Government Structure



Note: City Manager provides functional supervision to City Attorney and coordinates prioritization of staff legal support.

City Taxes & Fees

The City property tax rate is \$.44 per \$100 of property value. Property tax bills are mailed in July and due on September 1. (You may pay until January 6 with no penalty.)

Privilege Licenses

All persons doing business in the City of Concord must have a privilege license. This includes all home based or itinerate businesses. For information on this license, contact the Tax Collection Office at **704.920.5216**.

Concord Regional Airport

Concord Regional Airport (CRA) is the busiest General Aviation Airport in North Carolina. The airport features a 7,400 foot runway, Instrument Landing System, two helicopter pads, 11 corporate lease sites with 12 more scheduled to be completed in 2008, 6 large hangars and one currently under construction, and 67 T-hangars for individual aircraft. The airport is serviced by an Air Traffic Control Tower and is equipped with RADAR.

Concord Regional Airport's state-of-the-art terminal features a pilot's lounge, wireless internet access, flight planning, office leasing, flight simulator/flight training, a conference facility, and related business services. Concord Regional Airport operates 24 hours a day, 7 days a week, 365 days a year and has received numerous national awards in the past and the 2008 ExxonMobil Gold award for excellent customer service.

For more information about Concord Regional Airport, stop by the offices at 9000 Aviation Boulevard or call **704.920.5900**.

9000 Aviation Boulevard
Concord, NC 28027



Code Enforcement

Concord Code Enforcement enforces City ordinances to ensure the safety and aesthetics of our community. These ordinances include zoning regulations and codes governing vacant lots, signs, and the City's Minimum Housing Standards. For more information, please give us a call at: **704.920.5145**.

Concord 101

Concord 101 is an educational experience for citizens of Concord. You'll enjoy learning more about your local government and the services it provides. The 12 week course involves hands-on and classroom experiences with every City department. Classes are held each fall, from September to November, in the evening. You will visit a water treatment facility, tour electric facilities; learn how the city plans for the needs of citizens, aid in preparing the budget and much more.

The goal of the course is to help members of the community better understand how city staff members work for you. Members will be encouraged to take an active role in their neighborhood and city. You will learn how you can play a part in local government.

The relaxed setting makes learning about our city fun and exciting! The class is free and open to all Concord citizens.

Applications are available online at www.ci.concord.nc.us.

Customer Care Center **704.920.5555**

www.ci.concord.nc.us



Convention Center

Concord Conference Center
5400 John Q. Hammons Drive, NW

The new Concord Conference Center is located right where you want to stay. It is connected to the Embassy Suites Hotel and is located next door to Lowe's Motor Speedway, home of the Coca-Cola 600 and the Rocky River Golf Course. The Hotel is home to Spa Botanica, a full-service spa and casual dining in the Rocky River Grille.

The Concord Conference Center offers more than 42,000 square feet of flexible event and conference space, including an impressive 28,800 square foot ballroom and 26 breakout rooms. The latest in meeting technology and first-class service ensures an unrivaled meeting experience.

Book your conference and golf outing by calling **704.455.8200**.

Customer Care Center

The City of Concord is committed to providing quality information and customer service. The Customer Care Center reaffirms this commitment by providing helpful and knowledgeable representatives who will answer any questions you may have about the City of Concord and its services. If you need assistance, please call our Customer Care Center at: **704.920.5555** or Telecommunications Display Device (TDD) **1.800.735.8262**.

Hours of Operation

7:00am-6:00pm Monday thru Friday

For easy access to city information 24/7 visit our website:
www.ci.concord.nc.us.

Frequently Asked Questions

How much is the deposit for my utilities?

The deposit for Water and/or Sewer only is \$75, and the deposit for Water, Electric, and Sewer is \$150.

Can I pay my utility bill and taxes online?

Yes. Visit the City of Concord website at **www.ci.concord.nc.us**.

How do I read my water meter?

Visit the City of Concord website at **www.ci.concord.nc.us**. This will provide you with detailed information about reading your water meter.

Who do I call when my garbage is not picked up?

Contact the Customer Care Center at **704.920.5555**.

Development Services

The Development Services Department is designed to improve service to the real estate and development industry as well as the general public who are seeking permits or other development requirements and information. The Development Services staff helps developers and citizens streamline the process by cutting through red tape without having to visit many different locations to get the approvals needed. Whether you are building a deck addition to your home or a developer is looking to build a multi-million dollar facility, the Development Services Department is the place to visit. You can reach them at **704.920.5152**.

Economic Development

The Business & Neighborhood Services Department works closely with North Carolina State and regional staff to encourage economic development in Concord such as helping businesses find the correct location for their operations in Concord. We welcome small and large businesses and offer incentives to qualified companies. Staff also heads up city-wide long-term planning and community redevelopment projects. You can reach them at **704.920.5413**



Education

The Cabarrus County School System oversees all operation of the local public schools. There are 18 elementary schools, 7 middle schools, and 6 high schools, as well as a number of private and parochial schools. For a complete list of schools, visit the Cabarrus County Schools website at www.cabarrus.k12.nc.us.

Concord is also home to Rowan-Cabarrus Community College, where students can earn associate degrees, and Cabarrus College of Health Sciences, a nursing school affiliated with Carolinas Medical Center – NorthEast.

Contact Information

Cabarrus College of Health Sciences
704.783.1555
www.cabarruscollege.edu

Cabarrus County Schools
704.786.6191
www.cabarrus.k12.nc.us

Rowan-Cabarrus Community College
704.788.3197
www.rccc.cc.nc.us



Electric - Public Utilities

The City of Concord provides electricity services to over 24,000 businesses and households through its municipal power system. Continuous upgrades and maintenance of the system is an ongoing commitment in order to provide excellent customer service to all residents and businesses. For more information about electric service or to report a power outage, please call **704.920.5555**.

Emergency Management

The City has an Emergency Management Coordinator who works with state, federal and other local agencies to ensure we are prepared for any type of natural or man-made disaster. The Emergency Management Office is a part of the Fire and Life Safety Department.

This office works with neighborhoods and citizens to be prepared. Concord's

Emergency Response Teams Program (CERT), provides opportunities for people in our neighborhoods, the workplace and schools to learn basic disaster response skills, such as putting out fires, urban search and rescue and basic first aid. Participation in this program will allow you to take a more active role in preparing for an emergency. For more information call **704.920.5528**.

City Employment

The City offers challenging and fulfilling employment opportunities in more than 20 departments. Our 900 full-time employees enjoy many benefits including medical, dental, life and disability insurance, 401K retirement, vacation and sick pay. We offer career enhancing training, education, and development opportunities for our employees.

We value the safety, health and wellness of our employees, and offer programs that promote safety and the wellbeing of each person.

You can view job opportunities or apply for a position by picking up an application at our Human Resources Department located at: 66 Union Street, S. or online at www.ci.concord.nc.us. Applications are also available at the Employment Security Commission Office at: 2275 Kannapolis Highway. You may also contact the Human Resources Office at **704.920.5100**.

The City of Concord is an equal opportunity employer and a drug free workplace.

Engineering

The Engineering Department oversees engineering for all capital improvement projects. This department oversees many of the bidding processes of the City. Projects that are to be bid are

advertised on the City Website and in local newspapers. For more information on doing business with the City contact the City Manager's Office at **704.920.5215**.



Fire & Life Safety

We place a high priority on safety and accident prevention. We do not want anyone to lose their home to fire or suffer as a result of an accident. To promote safety, we work with our community to promote the use of car seats and fire safety in the home.

We have developed more than 15 different safety programs that include fire, water, bike, stranger, bus, severe weather, pedestrian and pet safety. We also have prevention programs that address choking, suffocation, poisoning and strangulation.

We will present programs to any group who makes a request. Other programs we offer include Juvenile Fire Setting Intervention, Community and Business Emergency Response Teams, Business/Home Disaster Planning and Smoke and Carbon Monoxide Detector Programs. The City has eight stations with the ninth one under construction. Each station's firefighters specialize in a different type of rescue:

Stations 1 & 4 - Confined Space Rescue

Stations 2 & 7 - Hazardous Materials

Stations 3 & 8 - High Angle Rescue

Stations 5 & 6 - Structural Collapse and Trench Rescue

With over 100 full-time paid firefighters, we respond to both fire and medical emergencies.

We welcome tours of our stations and are happy to arrange for a fire engine to visit your church, school or organization. We are always looking for men and women who want a career in firefighting. Call us at **704.920.5516**.



Garbage Pickup - Recycling

The City of Concord's Solid Waste and Recycling Department helps to keep City streets, neighborhoods, and communities clean. Services provided include weekly curbside garbage collection, free weekly recycling, and leaf and yard waste removal. For current information on holiday scheduling and what can be recycled, visit www.ci.concord.nc.us.

Grease Awareness

The biggest problem that the Wastewater Department faces is grease that enters the collection system from homeowners and businesses through sinks, toilets, and drains. Please collect household grease in a non-flammable container and dispose of it in your garbage.

Getting Involved

Public Safety Academy

Citizens are invited to learn more about the Police, Fire and Life Safety and Communications Departments of the City. This 10 week course gives you a first hand look at how each of the Public Safety agencies work. The course involves participation in how firefighters, 911 communicators and police officers plan and react to emergencies. This course is free and applications may be obtained by calling the Police Department at **704.920.5000**.

Fire & Life Safety Education Courses

Daily fire and life safety classes are taught in schools, churches and neighborhoods. Topics range from how to prevent arson to car seat safety checks to fire safety. For more information on how to schedule a class for your organization call **704.920.5516**.

Community Emergency Response Teams – CERT

Concord's Emergency Response Teams Program (CERT), provides opportunities for our neighborhoods, workplace and schools to learn basic disaster response skills, such as putting out fires, urban search and rescue and basic first aid. Participation in this program will allow you to take a more active role in preparing for emergencies. For more information call **704.920.5528**.

Youth Council

The Youth Council is composed of 9-12 graders who meet bimonthly to complete community service and government oriented projects. The Youth participate in the Bunny Bash, Dogs Day Out, Litter Sweep, and much more. Students who are interested in joining this exciting youth group must complete an application and interview process. Applications are taken in May and are located online at www.ci.concord.nc.us.

Upon selection students commit to serving the City in a positive manner. High School aged youth in public, private or home schools are eligible for membership. Youth Council members are also given the opportunity to participate in State Youth Council Leadership opportunities. For more information contact **704.920.5210**.

Civic Education

Every year City staff members teach hundreds of 3rd graders about City Government and its functions. Staff members adhere to North Carolina State Curriculum Guidelines and teach students about city budgets, planning, the role of the city manager and council, and much more. The curriculum concludes with a field trip to City Facilities. If your class would like to be part of this program call **704.920.5204**.



Healthcare

920 Church Street, North



We are very fortunate to have some of the best healthcare facilities and professionals in the southeast right here in Concord. Carolinas Medical Center - Northeast is a 457-bed, acute care facility with more than 200 physicians that serve the Medical Center and 30 neighboring clinics.

For more information about Carolinas Medical Center – Northeast or to find a physician close to you, call **704.783.1275**.

Housing

The award winning Public Housing Department is committed to providing affordable quality housing for eligible lower income persons and to aid people improve their quality of life. Currently there are over 170 public housing units in four different communities throughout the City. These include: Logan Homes, Chapman Homes, Wilkinson Homes, and Larkhaven Homes.

The Public Housing Department operates according to the regulations set forth by the Department of Housing and

Urban Development (HUD) Section 8 and provides rental assistance for families throughout Cabarrus County. The department has been recognized with several awards for its programs and fiscal responsiveness. The department works with various agencies to educate and train people to improve their employment status, home ownership opportunities and much more.

For more information about public housing availability and applications call **704.788.1139**.

Infrastructure

The City of Concord infrastructure is paid for through City property taxes and user fees. The infrastructure is comprised of hundreds of miles of City maintained streets, sidewalks, and bridges. There are miles of electric wires, water lines, and sewer pipes paid for through bonds. Garbage pickup, recycling, yard waste collection, and stormwater service are key components of our infrastructure

that we all benefit from on a daily basis. The City is committed to finding ways to implement energy saving systems and improve our environment. We also work to educate citizens on ways you can save energy and decrease your utility bills. For more information on Green Power, recycling and more see our website: www.ci.concord.nc.us.

Buildings & Grounds

The Building and Grounds Department is responsible for supporting the maintenance operations of City departments to ensure efficient and cost-effective services. The department is responsible for ground maintenance, building maintenance, HVAC/electrical, and custodial services at all City facilities and properties, vacant lot mowing, street rights of way mowing, public housing grounds maintenance and operations of City owned cemeteries.

Electric Service

The City of Concord provides electricity services to over 24,000 businesses and households through its municipal power system. Continuous upgrades and maintenance of the system provides excellent customer service to all residents and businesses. For more information about electric service or to report a power outage, please call **704.920.5555**.

Engineering

The City of Concord's Engineering Department provides engineering, technical, and control management assistance to all City departments. The Engineering Department protects the City of Concord's interest in both new development and the operation and maintenance of existing City infrastructure. There are three branches in the Engineering Department: Right-of-Way and Surveying, Design Services, and Construction Administration. For more information on the City of Concord's Engineering Department and services, call **704.920.5425**.

Garbage Pickup and Recycling (Solid Waste Services)

The City of Concord's Solid Waste and Recycling Department helps keep City streets, neighborhoods, and communities clean. Services provided include weekly curbside garbage collection, free weekly recycling, and leaf and yard waste removal.

Curbside pickup of bagged leaves and grass clippings is available to all City residents. Between October and February, residents do not have to bag leaves; however, from March to September, all leaves and grass clippings must be bagged in clear or biodegradable bags.

Hazardous waste materials are accepted at the Cabarrus County Household Hazardous Waste Facility located at 246 General Services Drive. For more information on how to safely dispose of hazardous household waste, visit www.co.cabarrus.nc.us.

The City of Concord provides each residence with one garbage container and one recycling bin. For additional containers, please call **704.920.5555**.

For pickup of bulky materials such as white goods/appliances, please call **704.920.5555**. Dead animal removal is available on a call-in basis.

For detailed information, please call the Customer Care Center at **704.920.5555** or www.ci.concord.nc.us.



Stormwater

Storm Water Services provides regular maintenance of all drainage facilities located within the public street right-of-way, including the cleaning of catch basins and the maintenance of roadside basins. This is particularly important because whatever flows through our stormwater system ends up in our waterways. Preventing pollution of our waterways is crucial to our health. Each month citizens pay a fee for this federally mandated service.

Water and Wastewater (Sewer)

The Water Resources Department works to provide water services to over 23,000 customers. The City has limited water resources and frequent periods of drought, thus, the need for water conservation. The City places a high priority on ensuring that restrictions are in place to protect our water resources. The more water you use the more you will pay. For detailed information on water rates, water conservation tips and current restrictions call **704.920.5555** or visit ci.concord.nc.us.

Tips for Conserving Water

- Encourage friends, neighbors and co-workers to be a part of a water conscious community.
- Report any broken pipes to your local Utility Department.
- Wash full loads of laundry or adjust your water levels for smaller loads.
- Irrigation is one of the major ways people waste water in our society. We encourage you to plant drought resistant grasses and plants and limit your irrigation.
- Avoid rinsing dishes one at a time with water running, rinse all together in the sink. Accumulate and wash full loads of dishes in the dishwasher.

- The Wastewater Department coordinates wastewater service to all Concord residents, and its underground system includes over 450 miles of sewer pipelines, nearly 9,000 manholes and 31 remote pumping stations scattered across the service area.

Grease Awareness

The biggest problem that the Wastewater Department faces is grease that enters the collection system from homeowners and businesses through sinks, toilets, and drains. Please collect household grease in a non-flammable container and dispose of it in your garbage.

For more information about the Water or Wastewater departments, fees, restrictions, and ways that you can help conserve water, please call **704.920.5348**.

Streets (Transportation)

Safety is the number one concern for the Transportation Department. They work diligently to identify streets that need repair. The City receives funding from the Powell Bill and the General Fund. The City of Concord has established a 2-cent Transportation Fund, supported by the property tax rate (about \$1M annually), which provides funding for necessary street projects. Projects funded by the Transportation Fund are generally projects that the state cannot complete in a timely fashion, yet necessary in order to alleviate congested or dangerous traffic areas. The department also maintains all traffic signals in the City. To report a street that needs repair or a nonoperational traffic signal, call the Customer Care Center at **704.920.5555**.

Legislative Information

For an updated listing of your City Council members, state and federal officials, visit www.ci.concord.nc.us or www.co.cabarrus.nc.us. Maps are also available on these websites detailing what precinct or district you live in and where your polling place will be.

Parks & Recreation

The City of Concord Parks and Recreation Department is dedicated to providing recreation services, parks and facilities that enrich the lives of all residents and promote a healthy lifestyle. The City has 3 recreation centers, 7 city parks, 15 baseball/softball fields, 7 soccer fields, 14 tennis courts, volleyball and basketball courts, two disc golf courses, an outdoor seasonal swimming pool, and fishing opportunities on Lake Fisher.

The City has two greenway trails, the Harold B. McEachern Greenway and The Village Greenway, which provide citizens of Concord with miles of paved trails for walking, running, bicycling, or rollerblading. There are plans to construct three more greenway trails throughout the City. There are over 200 miles of pedestrian/bicycle trails throughout the city limits.

In addition to the public parks and facilities, the City offers annual youth sports leagues for boys and girls ages 5-18 in sports ranging from soccer to

baseball to softball. The department also offers programs such as aerobics classes and senior citizen trips. We offer something to fit all of your family's needs.

For more information on Parks and Recreation programs or facilities please call **704.920.5600**.

Rocky River Golf Course

The City of Concord boasts an 18-hole championship golf course designed by renowned golf course architect Dan Maples. PGA professionals offer lessons and special golf schools year-round. The course is available for tournament use. The charming clubhouse is available for events, such as weddings, parties, and meetings and can accommodate up to 180 guests. This public course offers discounted rates to Concord residents. The golf course is home to the University of North Carolina at Charlotte Men's Golf Team. For rates, tee times, and detailed information on Rocky River Golf Course, visit www.rockyrivergolf.com or call **704.455.1200**.



Parking Ordinance

When visiting downtown or City offices, the City has a parking deck located at Cabarrus Avenue and Market Street, across from the Police Headquarters. Parking is free for two hours.

Police

The Concord Police Department is made up of approximately 200 men and women dedicated to serve the citizens who live, work and play in our community. Our work force includes sworn police officers, non-sworn civilian support coworkers and code enforcement officers. All work together to accomplish the common goal of reducing crime and the fear of crime in Concord.

We use a community-based policing philosophy. This philosophy integrates three approaches. The first is taking a co-active approach by building strong community partnerships. The second is utilizing formalized problem solving. Third, is accountability to the people we serve.

Please feel free to call your Police Department with any issues you believe we might be able to help you resolve. We stand ready to help continue the fine quality of life in our city.

Code Enforcement – is a function within the Police Department. Officers are committed to ensuring that the City has housing that is decent, safe and sanitary. Officers also work to correct the common problems of unkempt lawns; vehicles parked in front lawns and abandoned vehicles.

To report any Criminal or Suspicious Activity or Code Enforcement Issue call the Police Department at **704.920.5000**.



Privilege Licenses

All persons doing business in the City of Concord must have a privilege license. This includes all home based or itinerate businesses. For information on this license, contact the Tax Collection Office at **704.920.5216**.

Public Libraries

There are 4 public libraries in Cabarrus County. The Main Branch of the Library is located at 27 Union St., Concord. The other branches are located in Kannapolis, Harrisburg and Mt. Pleasant. Call **704.920.2050** for hours of operation and program information.

Public Safety Academy

Every Spring citizens are invited to learn more about the Police, Fire and Life Safety and Communications Departments of the City. This 10-week course gives you a first hand look at how each of the Public Safety agencies work. The course involves participation in how firefighters, 911 communicators and police officers plan and react to emergencies. This course is free and applications may be obtained by calling the Police Department at **704.920.5000**.

Rocky River Golf Course



6900 Speedway Boulevard

The City of Concord boasts an 18-hole championship golf course designed by renowned golf course architect Dan Maples. PGA professionals offer lessons and special golf schools year-round. The course is available for tournament use. The charming clubhouse is available for events, such as weddings, parties and

meetings and can accommodate up to 180 guests. This public course offers discounted rates to Concord residents. The golf course is home to the University of North Carolina at Charlotte Men's Golf Team. For rates, tee times, and detailed information on Rocky River Golf Course, visit www.rockyrivergolf.com or call **704.455.1200**.

Shopping

Downtown Concord is an ideal place to shop and dine. From antiques to fine restaurants, our local merchants take pride in their offerings.

Just a few miles from downtown you can visit the remodeled Carolina Mall, where you will find over 65 national stores, specialty shops, a movie theater and restaurants.

We are also home to the number one destination in North Carolina – Concord Mills Mall, one of the largest outlet shopping malls in the southeast. There are over 200 retail shops, restaurants and theaters within minutes of Lowe's Motor Speedway.

Sister Cities

The Concord Sister Cities Association was established in 1991 as an organization to foster a continuing relationship of mutual concern between the citizens of the City of Concord and citizens of similar cities in other nations. In 1993, Killarney, Ireland was chosen as Concord's first Sister City. Since that time, numerous visits and exchanges of information have taken place between the citizens of Killarney and Concord that have been very beneficial to both cities. The Concord Sister Cities Association hopes to add another Sister City in the future. If you are interested in becoming a member, or would like more information, please contact the City Clerk's office at 704.920.5205.

Streets

Through ongoing street maintenance programs, as well as joint projects with the North Carolina Department of Transportation, the City strives to keep all City streets and sidewalks in good condition. Safety is the number one concern for the Transportation Department and they work diligently to identify streets that need repair. The City receives funding from the Powell Bill and the General Fund. The City of Concord has established a 2-cent Transportation Fund, supported by 2-cents of the

property tax rate (about \$1M annually), which provides funding for necessary street projects. Projects funded by the Transportation Fund are generally projects that the state cannot complete in a timely fashion, yet necessary in order to alleviate congested or dangerous traffic areas. The department also maintains all traffic signals in the City. To report a street that needs repair or a nonoperational traffic signal, call the Customer Care Center at 704.920.5555.

Tourism - Places of Interest

Lowe's Motor Speedway

Concord is home to the Nextel All-Star Race and two of the major races on the NASCAR circuit. The speedway hosts a number of other events throughout the year including the Auto Fair. Hundreds of thousands of people attend these events throughout the year. Visit lowesmotorspeedway.com for a schedule and ticket information.

Memorial Gardens

The Gardens are located on Spring Street. You will see some of the most beautiful tulips and other regional flowers year-round.

Reed Gold Mine

The mine is just a few minutes drive from the City of Concord. The largest gold nugget in America was discovered here. You can tour the mine and pan for gold.

Old Court House Theater

Concord's Old Court House Theater is a regional award winning theater performing musicals, comedies and, dramas throughout the season for children and adults.

For extensive information on places to visit and things to do in Concord visit www.visitcabarrus.com

Transportation/Rider

The City of Concord and the City of Kannapolis operate a public bus system designed to provide residents of Concord and Kannapolis with an affordable alternative to driving their own cars while reducing air pollution and road congestion. RIDER has six routes and operates 6 days a week. All buses are ADA accessible. In addition to providing service to many local neighborhoods, the system carries passengers to and from many of the popular venues in Cabarrus County including: Concord Mills Mall, Cannon Village, CMC-NorthEast, Carolina Mall, Amtrak Train Station in Kannapolis, Cloverleaf Plaza, Rowan-Cabarrus Community College (South Campus).

The buses also stop at many of the area's major employers, allowing employees the flexibility of taking public transportation to work rather than cars.

RIDER also offers connections to Concord Express stops. Concord Express, operated by CATS (Charlotte Area Transit System), offers a connection from Concord to Charlotte and surrounding areas. RIDER is expanding its services. For up-to-date detailed maps, and schedules visit www.ckrider.com or call 704.920.RIDER (7433).



Utility Bills

Utility bills are mailed once a month. Depending upon your address, bills are mailed on the 10th, 20th, 30th of the month. If you are a City resident, the bill will have charges for the following services: electric, sewer, stormwater, and water. If you are a business person, your bill will include an additional charge for garbage pickup.

We are dedicated to excellent customer service and have flexible billing options including online bill payment, an automated telephone payment option, equalized billing, bank drafts, and credit card payments.

Voter Registration

You may obtain registration forms at the Board of Elections Office, 53 Corban Ave, SE (Monday-Friday, 8am-5pm), at any of Cabarrus County's public libraries, and high schools during regular hours. Forms are also available at the Department of Motor Vehicles, Employment Security Commission, Armed Forces Recruitment offices, government offices, and Town Halls. Call 704.920.2860 for more information.

Get In Touch

The City takes pride in the services we provide to our citizens. **Through our Customer Care Center, 704.920.5555, we make it easy for you to do business with the City. A call to this number will provide assistance and direction for:**

- New customer services
- Electrical outages/services
- Water/sewer emergencies
- Dead animal pickup
- Drinking water inquiries
- Garbage/bulk/recycling pickups
- Utility bill questions
- Street traffic light issues
- Right-of-way issues
- Storm water/storm drain/flooding problems
- Yard waste/leaf collection
- Building material disposal
- Bulk metal collection
- Old tire collection
- Vacant lot cleaning/mowing

Other City phone numbers that you may need from time to time include:

Main Switchboard Menu	704.920.5200
TDD	1.800.735.8262
Main Fax Number	704.786.7068
Any Emergency	911
Accounts Payable	704.920.5217
Accounts Receivable	704.920.5231
Billing	704.920.5255
Buildings & Grounds	704.920.5380
Business & Neighborhood Services	704.920.5413
City Clerk	704.920.5205
City Manager	704.920.5215
Community Development	704.920.5132
Concord Regional Airport	704.793.9000
Customer Service	704.920.5288
Development Services	704.920.5152
Electric Services	704.920.5320
Engineering	704.920.5425
Environmental Services	704.920.5360
Finance	704.920.5218
Fire (non-emergency)	704.920.5516
GIS	704.920.5153
Housing	704.788.1139
Human Resources	704.920.5100
Mayor & City Council	704.920.5215
Meter Reading	704.920.5254
Parks & Recreation	704.920.5600
Plan Review Services Center	704.920.5152
Police (non-emergency)	704.920.5000
Public Information	704.920.5204
Rider	704.920.7433
Sewer (Wastewater)	704.920.5352
Streets	704.920.5362
Tax Collector	704.920.5216
Water Resources	704.920.5341

City Hall is located at:

26 Union St., South
Concord, NC 28025

Our mailing address is:

PO Box 308
Concord, NC 28026-0308

For more contact information and addresses, please visit our website at www.ci.concord.nc.us.



Affiliate Organizations

Auto License Tags

North Carolina's License Plate Agency

759 Church St, North

704.788.1404

www.nc.dot.org/dmv

Cabarrus Regional Chamber of Commerce

3003 Dale Earnhardt Boulevard

Kannapolis, NC 28083

704.782.4000

www.cabarruschamber.org

The Chamber is an organization dedicated to working as an advocate, resource and catalyst for the success of the business community.

Cabarrus County Convention & Visitors Bureau

I-85, Exit 60

800.848.3740

www.cabarruscvb.com

The CVB is an excellent source to learn about events taking place, group tours, accommodations, and visitor guides. Drop in to pick up brochures about area attractions, area maps and enjoy a cup of coffee.

Concord Downtown Development Corporation

30 Cabarrus Ave, West

704.784.4208

www.concอร์ดdowntown.com

In a public-private partnership with the City of Concord and as a part of the North Carolina Main Street program, this dedicated group brings vibrancy to the downtown area. New retail, residential units and reuse of old buildings are key in stimulating economic development within the context of historic preservation.

Concord Museum

11 Union Street South

704.782.8446 Class and group tours

704.782.3688 Museum information

The story of Concord and its people is documented here through artifacts and donor gifts of historical significance. Concord Museum is located in downtown Concord and open on Tuesdays and Thursdays.

Windstream Communications - Telephone Service

68 Cabarrus Ave, East

704.784.0370

www.windstream.com

Driver's License Division of Motor Vehicles

2192 Hwy 29-A (Kannapolis Hwy)

(go north on Concord Parkway, turn left after McDonalds onto 29-A Kannapolis Hwy)

704.782.7214

www.nc.dot.org/dmv

*Change address within 30 days of moving

Economic Development

704.784.4600

www.cabarrusedc.com

Cabarrus Economic Development Corporation is ready to assist your business with the information and services you need for your location and expansion decisions.

Newspapers:

Independent Tribune

Cloverleaf Plaza (Go north on Cannon Blvd, over I-85, turn right at next stop light, go straight into Cloverleaf Plaza)

704.782.3155

www.independenttribune.com

Charlotte Observer & Cabarrus Neighbors

371 Concord Pkwy North

800.532.5350

www.charlotte.com

PSNC Energy - Gas Company

877.776.2427

Payment locations:

1. On Common Grounds
(Coffee Shop downtown Concord)
42 Union Street South
2. Check-N-Go
Concord Commons Place
(Wal-Mart Shopping Center)
Open Mon-Fri 9:30am-5:30pm
3. Utility Payment Center
(Beside What-A-Burger in Kannapolis, Hwy 29-A) 924 Main St
Open Mon-Fri 8am-5pm
www.scana.com

Time Warner Cable

1730 S Cannon Blvd, Kannapolis, NC 28081

(Go north on Cannon Blvd, in Food Lion shopping center on left)

704.938.5156 or 704.938.5181

www.twcarolina.com

Voter Registration Board of Elections

53 Corban Ave, SE

704.920.2860

Customer Care Center
704.920.5555
www.ci.concord.nc.us

